

VIRGINIA RELAY SERVICE
Customer Contact Report
(August, 2001)

I. Commendations	Voice	TTY	Total
CA/OPR Related	1	4	5
Relay/OSD Related		1	1
Other			
Total Commendations	1	5	6
II. Complaints	Voice	TTY	Total
CA/OPR			
Attitude and Manner			
Typing Skill/Speed			
English Grammer			
CA Hung up on me			
Other (CA/OPR)		1	1
Equipment			
Disconnect			
Answer/Wait Time			
Garbled Words		1	1
Other (Equip)			
Methods Related			
Miscellaneous			
Billing Rate			
Scope of Service		1	1
Other (Misc)			
Total Complaints		3	3
III. Inquiries/Comments	Voice	TTY	Total
General Information	6	2	8
Outreach/Marketing	1		1
Explain Relay	3		3
TTY Distrib/Purchase	1		1
LEC Service			
Billing/Rate	3	2	5
Computer Settings			
Technical Related	2	1	3
Other	2	6	8
Total Inquiries/Comments	18	11	29
Grand Total	19	19	38

AT&T PROPRIETARY
Use Pursuant to Company Instructions